REMARKS

1. Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 2-52 are pending in this application. Claims 2, 4, 6-13,17, 18, 20-23, 24, 26-34, 37, 38, 40-46, and 48-52 have been rejected under 35 U.S.C. §103(a) as being obvious over U.S. Pat. No. 5,465,286 to Clare et al. in view of U.S. Pat. No. 6,577,726 to Huang et al. Claims 3, 14-16, 19, 25, 35, 36, 39 and 47 have been rejected as being obvious over Clare et al. in view of U.S. Pat. No. 6,268,872 to Matsuda et al. After a careful review of the claims (as amended), it has been concluded that the rejections are in error and the rejections are, therefore, traversed.

2. Claims 2, 4, 6-13,17, 18, 20-23, 24, 26-34, 37, 38, 40-46, and 48-52 have been rejected under 35 U.S.C. §103(a) as being obvious over U.S. Pat. No. 5,465,286 to Clare et al. in view of U.S. Pat. No. 6,577,726 to Huang et al. In particular, the Examiner asserts that

> "Regarding claim 2, Clare et al. teach automatically monitoring entities in a call center (col. 11, lines 50-54); monitoring physical location information of entities and updating the electronic floor plan to provide and reflect a change in physical location information of the entities (col. 12, lines 26-64); displaying the electronic floor plan on the workstation of the supervisor (Fig. 1, 20 and Abstract, lines 3-12).
>
> Clare et al. do not teach monitoring and detecting logons and logoffs of the entities, and modifying configuration information within a look up table.
>
> Huang et al. teach a system and method for

enabling a user / an agent to log in at any work station in a network using his/her unique agent ID to login to the configuration at different workspace locations, different computers and utilize computer telephony integration (CTI) with a CTI enabled teleset (col. 1, lines 36-66 and col. 2, lines 22-30). While the user/agent is in the office at his/her desk or in another office at different desk, he/she is able to receive inbound calls (col. 3, lines 1-18. The CTI application uses the unique agent ID to find the teleset from a system configuration table for authentication purposes (col. 5, lines 5-29).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of monitoring and detecting logons and logoffs of the entities, and modifying configuration information within a look up table, as taught by Huang, in Clare's system in order to add more capability of providing and reflecting a change physical location information based upon the monitoring of the logons and logoffs of the entities to Clare's system beside relying on radio transmitting to determine the location of agents."

It is noted first, that that claim 2 is limited to the method step of "modifying configuration information of the entities within a lookup table based upon the detected log ons and log offs of the entities; monitoring physical location information of entities based upon the configuration information within the lookup table to provide an electronic floor plan". It is believed that Clare et al. and Huang et al. both fail to teach or suggest these particular claim elements. For example, instead of modifying configuration information within a lookup table based upon log ons or log offs to identify location, Clare et al. provides "a locating system . . . comprises a plurality of remote transmitting units 60" (Clare et al., col. 10, lines 63-67). In this regard, "The locating system updates the location information preferably every

one second, and the remote transmitting units 60 may be set to transmit an identification signal nearly continuously or at regular intervals for the location system to update their locations in near real time" (Clare et al., col. 11, lines 50-54).

In addition, "the applications processor 50 uses the regularly updated location information of each remote transmitting unit to generate representations of each agent assigned to the corresponding remote transmitting unit on the map view screen" (Clare et al., col. 12, lines 48-52). In this regard, "The applications processor 50, using the stored programs in response to the choices of the supervisor input at the supervisor station 20, determines what information to present on the display of the supervisor station 20" (Clare et al., col. 11, lines 56-60).

Since the Clare et al. supervisor simply enters information for display on a screen in associated with the remote transmitting units 60, there is no "modifying configuration information of the entities within a lookup table based upon the detected log ons and log offs of the entities". Further, since Clare et al. generates representations of agents on the view map screen directly from the regularly updated location information and since the supervisor determines what information to be displayed on the map view screen, there is no "monitoring physical location information of entities based upon the configuration information within the lookup table to provide an electronic floor plan" under Clare et al.

Huang et al. also fails to teach or suggest these elements. Instead of modifying configuration information in a lookup table based upon the detected log ons and log

offs of the entities, Huang et al. relies upon a CTI enabled application and configuration information of a teleset. For example, "If the workstation is hotelling enabled, the application will use the hostname to find the teleset and the configuration" (Huang et al., col. 5, lines 5-6). In addition, "If there is a valid agent, the application will use the local hostname to find the teleset from a system configuration table . . . when data is found, hotelling is enabled for this workstation, and the application will use this teleset data to find the configuration" (Huang et al., col. 5, lines 15-20). Since the Examiner's configuration table refers to the teleset, instead of the agent, there is no support for the Examiner's contention that Huang et al. teaches or suggests the step of modifying configuration information of the entities within a lookup table based upon the detected log ons and log offs of the entities.

In addition, Huang et al. provides no teaching whatsoever with regard to electronic floor plans. As such, Huang et al. also fails to provide any teaching or suggestion of "monitoring physical location information of entities based upon the configuration information within the lookup table to provide an electronic floor plan".

It is noted next that independent claim 23, is limited to "means for monitoring physical location information of entities of the call center based upon the long ons and log offs of the entities with respect to the call center to provide an electronic floor plan; means for producing defined versions of the electronic floor plan on a supervisor workstation; and means for updating the electronic floor plan to provide and reflect the changes in physical location information of the entities based upon

the log ons and log offs of the entitites". FIGs. 1, 2, 4, 5 shows and the specification clearly describes corresponding means for providing these functions.

Clare et al. fails to provide any corresponding means for monitoring because, as noted above, Clare et al. uses remote transmitting units 60 for monitoring agent position, not log ons and log offs. Clare et al. also fails to provide any corresponding means for producing or for updating the electronic floor plan because Clare et al. relies upon information entered by the supervisor to correlate remote transmitting units 60 to agents.

Similarly, Huang fails to provide any corresponding means for monitoring because the Huang telesets provide a different functionality and because each teleset appears to be relied upon by a single user. Huang also fails to provide any corresponding means for producing or for updating the electronic floor plan.

It is noted next that independent claim 44 is limited to "an entity monitor which monitors entities for physical location information based upon log ons and log offs of the entities with respect to the communication system to provide an electronic floor plan; . . . an informer that updates the electronic floor plan displayed on the supervisors workstation to provide and reflect changes in physical location information of the entities based upon log ons and log offs of the entities". FIGs. 1, 2, 4, 5 shows and the specification clearly describes corresponding means for providing these functions.

Clare et al. would not have an entity monitor because Clare et al. does not use log ons and log offs and because Clare et al. functions in an entirely different manner than that of the claimed invention. Clare et al. would also not

have an informer that is functionally the same or similar, because the Clare et al. system relies upon regular updates from the remote transmitting units 60.

Similarly, Huang would not have an entity monitor because the telesets function to handle log ons and log offs. Huang would also not have an informer because Huang does not use electronic floor plans.

For any of the above reasons, the combination of Clare et al. and Huang et al. does not teach or suggest each and every claim limitation, as required by MPEP §2143.03. Since the combination does not teach each and every claim limitation, the rejections are believed to be improper and should be withdrawn.

With regard to claim 4, 24, 46, the Examiner admits that "Clare does not teach printers and facsimile . . . It would have been obvious . . . that any working station would have at least a printer and facsimile to better serve customers". However, this statement misses the mark. Claims 4, 24, 46, inter alia, define entities as printers and facsimile machines. As such, the claim is to printers and facsimile machines that log on and log off and to a system that provides an electronic floor plan based upon these log ons and log offs. Neither Clare et al. or Huang et al. provide any teaching in this regard. Since the combination of Clare et al. and Huang et al. fail to provide any teaching or suggestion of this claim limitation, the rejection is believed to be improper and should be withdrawn.

3. Allowance of claims 1-52, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a

telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,
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